

# Alternative Response

**Note:** To create a CA/N Primary - Alternative Response, assignment to the case is needed.

**Note:** Alternative Response values at Access and Assessment are only available to designated Alternative Response counties.

## Introduction:

Alternative responses allow child welfare agencies to intervene with families in more supportive ways, often by focusing on assessing families' strengths and needs and providing services. Investigations are still conducted for allegations of severe physical abuse and neglect and for sexual abuse.

## Related User Guides:

[Documenting ICWA](#)

[Initial Assessment – Primary](#)

[Initial Face-to-Face Contacts](#)

[Serious Incident \(Act 78\)](#)

## Access

1. Alternative Response screening values become available once a CPS Access Report is identified as a 'Primary' CPS Report Type. The type is determined by the 'AM Relationship to Victim' value(s) on the Allegation tab of the Access Report. See the CPS Report User Guide for more information.

The screenshot shows the eWiSACWIS Access Report interface. The top navigation bar includes links for Resource, TM, Print, Spell Check, and Help. The main content area is titled 'Access Information' and displays the following details:

- Report Name: Smith, Mom
- Worker: Larson, Kathie
- Access Report Type: CPS Report
- Date and Time Report was Received: 10/19/2018 12:14
- AM Relationship: ☐ AM ☒ PM
- R/T: N/A
- ID: 9457335

Below this information is a tabbed interface with the following tabs: Narrative, Participants, Allegation (selected), Allegation Narr, Prior Involvement, and Decision.

The 'Allegations' section contains a table with the following data:

Alleged Victim	AM Relationship to Victim	A/N Code	Dt or Approx Dt of Alleged Mal	Resided in OHC	Fatality	
Smith, Child	Relative Primary Care Provider (s)	Emotional Damage/Abuse Describe	10/17/2018	N	N	<a href="#">Edit</a> <a href="#">Delete</a>

An 'Insert' button is located at the bottom right of the table.

The 'Allegation Details' section includes the following fields:

- CPS Report Type: **Primary** (circled in red)
- ☐ Incident Location Same as Report Name
- C/O:
- Number:
- Address:
- Apt:
- WI City:

At the bottom of the form, there is an 'Options' dropdown menu, a 'Go' button, and 'Save' and 'Close' buttons.

2. Once the Access report is completed, the following drop-down values are available for selection for both the Worker Recommendation and Supervisor Decision, based on the Screening decision.

Screened Out: 'Screen Out- Ref to Comm. Services'

**Supervisor Decision**

Name: **Bee, Worker** ☐ Screen In ☒ Screen Out ☐ Pending

Date/Time Decision Made: **10/23/2018** **11:11** ☒ AM ☐ PM Response Time: **Screen Out - Ref to Comm. Services** [Create/Link Case](#)

Reason:

Explain:

[More...](#) [Less...](#) [Default](#)

Screen Out - Ref to Comm. Services  
Screen Out - Created in Error  
Screen Out - Insuf. Info. to Identify or Locate  
Screen Out - Mult. Ref. on Same Incident  
Screen Out - No Threatened Harm or Maltreatment  
Screen Out - No Threatened Harm or Maltreatment - Ref Other Services  
Screen Out - No Threatened Harm or Maltreatment - Rule Viol  
Screen Out - Non-Caregiver  
Screen Out - Out-of-State Jurisdiction  
Screen Out - Ref to Comm. Services

Screened In: 'Screen In- CA/N Primary- Alternative Response'

**Supervisor Decision**

Name:  ☒ Screen In ☐ Screen Out ☐ Pending

Date/Time Decision Made:   ☐ AM ☐ PM Response Time:  [Create/Link Case](#)

Reason:

Explain:

Screen In - CA/N Non-Caregiver  
Screen In - CA/N Primary  
Screen In - CA/N Primary - Alternative Response  
Screen In - CA/N Secondary  
Screen In - Independent Investigation

business days

Several providers involved, who are not reporter thus unsure of the complete picture. If there was concern that child should not be discharged a director hold would have been appropriate

## Assessment

**Note:** To enter an Alternative Response Assessment, the Access report must have been screened in with a final, approved decision Reason of 'CA/N Primary - Alternative Response'.

1. First, complete steps for entering information on the Assessment tabs. See the Initial Assessment – Primary User Guide for more information.
2. Click on the Basic tab to access the IA Primary page. Select 'IA Primary' on the Options drop-down and click Go to open the page.

The screenshot displays the eWiSACWIS web application interface. At the top, the browser window title is 'Assessment - Internet Explorer'. The application header includes the 'eWiSACWIS' logo and navigation links for Resource, TM, Print, Spell Check, and Help. Below the header, there are two tabs: 'Assessment' and 'Report'. The 'Assessment' tab is active, showing fields for Name (Smith, Mom), Assessment ID (50000105), and Status. The 'Report' tab shows Response Time (Within 5 business days) and Date (10/19/2018). The main content area has five sub-tabs: Participants, Basic, Allegations, Contacts, and Results. The 'Basic' sub-tab is selected, displaying the 'Case Name Information' section with fields for C/O, Street #, Street, Apt., City, State, Zip, Country, Phone, Ext., Alt. Phone, Alt. Ext., Fax, and Language Preference. Below this is the 'Living Arrangement of the Child(ren)' section with a dropdown menu. The 'Family Characteristics/Conditions' section has three dropdown menus, the first of which is set to 'None Observed'. At the bottom left, the 'Options' dropdown menu is open, showing a list of options: Assessment, Clinical, IA Primary (highlighted with a red box), IA Secondary or Non Caregivers, Actuarial, IA Narrative, Family RA Future A/N, Strengths and Needs, Actions, and Extension. A 'Go' button is next to the Options dropdown. To the right of the Options dropdown are 'Save' and 'Close' buttons. The bottom right corner shows a zoom level of 100%.

3. When first opened, the Assessment Type will default to the 'Traditional View'.

The screenshot shows the 'Initial Assessment-Primary' form in a web browser. The header includes the eWiSACWIS logo and navigation links like Resource, TM, Print, Spell Check, and Help. The 'Case Information' section displays Case Name: Smith, Mom, Case ID: 8042701, Referral Date: 10/19/2018, and Assessment Type: Traditional (selected in a dropdown menu). A purple arrow points to the 'Traditional' dropdown. Below this is a tabbed interface with 'Part. Info', 'Maltreatment', 'ChildFncng', 'AdultEncng', 'ParentalPractices', and 'Summary'. The 'Child Information' section has fields for Child Name and DOB, with an 'Add/Edit' button.

4. When 'Alternative' is selected for the Assessment Type, the page refreshes and the Maltreatment tab is removed. A new tab, Presenting Issues, is added. Select the appropriate answers for the Safety Assessment group box. Enter information regarding the Presenting CPS Issue narrative.

The screenshot shows the 'Initial Assessment-Primary' form after selecting 'Alternative' as the Assessment Type. The 'Case Information' section now shows Assessment Type: Alternative (selected in a dropdown menu), with a purple arrow pointing to it. The tabbed interface now includes 'Presenting Issues' instead of 'Maltreatment'. The 'Safety Assessment' section contains two questions with radio button options for 'Yes' and 'No': 'One or both parents/caregivers intend(ed) to seriously hurt the child. Details' and 'Living arrangements seriously endanger the child's physical health. Details'. The 'Presenting CPS Issue' section includes a prompt to describe the issue, family strengths, and needs, followed by a text area for the narrative. At the bottom right are 'Save' and 'Close' buttons.

5. Enter information for the remaining tabs, noting the following:

- **Part. Info. Tab:** displays are the same for both Alternative and Traditional views.
- **ChildFncng Tab:** displays are the same for both Alternative and Traditional views.
- **AdultFncng Tab:** displays are the same for both Alternative and Traditional views.
- **ParentalPractices Tab:** displays are the same for both Alternative and Traditional views.
- **Summary Tab:** See the following page.

See the Initial Assessment – Primary User Guide for more information on these tabs

The screenshot shows the 'Initial Assessment-Primary' web application. The header includes the 'eWiSACWIS' logo and navigation links for Resource, TM, Print, Spell Check, and Help. The main content area is divided into several sections:

- Case Information:** Displays Case Name (Smith, Mom), Case ID (8042701), Referral Date (10/19/2018), Assessment Type (Alternative), and a checkbox for IA Completed.
- Tabs:** A row of tabs for Part. Info, Presenting Issues, ChildFncng (selected), AdultFncng, ParentalPractices, and Summary.
- Safety Assessment:** A section with a question: 'The child is profoundly fearful of the home situation or people within the home.' with radio buttons for Yes and No (selected).
- Child Functioning:** A section for describing the child's general functioning. It includes a text input field for 'Child Name' (Smith, Child) and a large text area for 'Describe the child's general functioning and effects of any maltreatment.' with a 'Describe...' placeholder. Below the text area are links for 'More...', 'Less...', and 'Default'.
- Buttons:** 'Save' and 'Close' buttons are located at the bottom right of the form.

6. **Summary Tab:** The summary displays for both ‘Alternative’ and ‘Traditional’ views. Complete the appropriate Case Disposition.

The Summary tab also contains a Correspondence documentation group box for a Mandated Reporter or Relative Reporter. Enter the appropriate information.

**Note:** These templates are available under the Options drop-down of the Assessment page.

The screenshot shows the 'Initial Assessment-Primary -- Webpage Dialog' window. The title bar includes standard window controls. The header bar features the 'eWiSACWIS' logo and navigation links: 'Resource', 'TM', 'Print', 'Spell Check', and 'Help'. The main content area is titled 'Case Information' and displays the following details: Case Name: Smith, Mom; Case ID: 8042701; Referral Date: 10/19/2018; Assessment Type: 'Alternative' (selected in a dropdown); and a checkbox for 'IA Completed'. Below this is a tabbed interface with six tabs: 'Part. Info', 'Presenting Issues', 'ChildFnctng', 'AdultFnctng', 'ParentalPractices', and 'Summary' (which is currently selected). The 'Summary' tab contains a 'Closing Summary' section with a text area for 'Closing Summary/Supervisor Comments (Include any referrals to community resources that were made):' and links for 'More...', 'Less...', and 'Default'. Below this is a 'Case Disposition' section with two radio buttons: 'Case Closed' and 'Case Opened'. Each radio button is followed by a 'Reason Case' label and a dropdown menu. The 'Mandated Reporter' section has a 'Not applicable' checkbox and a 'Date mandated reporter given feedback:' field with a date picker set to '00/00/0000'. The 'Relative Reporter' section also has a 'Not applicable' checkbox. At the bottom right of the dialog are 'Save' and 'Close' buttons.

7. Return to the Part. Info tab, and select ‘Safety Assessment, Analysis and Plan’ on the Options drop-down. Click Go to open and complete the Safety Assessment, Analysis and Plan. See Safety Assessment, Analysis and Plan – Part. Info (Participant Information) Tab section of the Initial Assessment- Primary User Guide for more information.

- Next, print the Alternative Response Assessment by selecting it from Options drop-down of the Part. Info tab.

Initial Assessment-Primary -- Webpage Dialog

**eWiSACWIS** Resource TM Print Spell Check Help ?

**Case Information**

Case Name: Smith, Mom Case ID: 8042701 Referral Date: 10/19/2018 Assessment Type: Alternative ☐ IA Completed

**Part. Info** **Presenting Issues** **ChildFncng** **AdultFncng** **ParentalPractices** **Summary**

**Child Information**

Child Name	DOB
Smith, Child	07/04/2009

[Add/Edit](#)

**Parent Information**

Parental Role Name	DOB
Smith, Dad L.	10/04/1943
Smith, Mom	12/16/1952

[Add/Edit](#)

Options: Action Safety Assessment, Analysis and Plan Text Alternative Response Assessment [Go](#) [Save](#) [Close](#)

50000109.0 [Read-Only] [Compatibility Mode] - Word

Kolff, Jessica J - DCF

**Alternative Response Assessment**

Case Name	Case Number
Mom Smith	8042701
Referral Date	Date Worker Assigned
10/19/2018	10/23/2018

**CHILD INFORMATION**

Child Name	Birthdate
Smith, Child	07/04/2009

**PARENT INFORMATION**

Parental Role Name	Birthdate
Smith, Dad L.	10/04/1943
Smith, Mom	12/16/1952

**I. CONTACT**

Document the interview protocol, contacts, and meetings related to the completion of the initial assessment.

**First Contact**

Date – First face-to-face contact with family member	Time – First face-to-face contact with family member

**Contacts** (Include first contact listed above)

Date / Time	Participant	Note Type	Location	Result	Case Note ID

9. Once the 'Alternative' Response is completed, check the IA Completed checkbox. Click Save. Click Close to return to the Initial Assessment.

Initial Assessment-Primary -- Webpage Dialog

**eWiSACWIS** Resource TM Print Spell Check Help ?

**Case Information**

Case Name: Smith, Mom Case ID: 8042701 Referral Date: 10/19/2018 Assessment Type: Alternative ☒ IA Completed

**Part. Info** **Presenting Issues** **ChildFncng** **AdultEncng** **ParentalPractices** **Summary**

**Child Information**

Child Name	DOB
Smith, Child	07/04/2009

Add/Edit

**Parent Information**

Parental Role Name	DOB
Smith, Dad L.	10/04/1943
Smith, Mom	12/16/1952

Add/Edit

### Switching between types: 'Traditional' and 'Alternative'

10. Switching between types will change the location of some information.  
For instance:

Switching from 'Traditional' 'Alternative'-

- Text entered into the Family Support Network field is moved to the end of the Presenting CPS Issue narrative field.
- The Family Support Network group box on the Summary tab will become hidden.

Switching from 'Alternative' to 'Traditional'-

- Text entered on the Presenting Information narrative field is moved to the Family Support Network field.

Additionally, if an Alternative county starts an IA Primary and has selected 'Alternative' as the Assessment Type and a worker from a non-Alternative county opens the pending IA Primary, the page will initially open in view-only. A message immediately displays warning that making a change to the page will switch the type of IA Primary from an 'Alternative' to a 'Traditional' response. If 'Yes' is selected on the message, the IA Primary switches to 'Traditional' and 'Alternative' information copies into the narrative fields as described above. If 'No' is selected, the message closes and the IA Primary will remain 'Alternative' and disabled for the non-Alternative county.



## Completing the Assessment

Please note the following differences when returning to the associated IA Primary page when the Assessment Type is 'Alternative'.

### Allegations tab

- Alternative Response assessments require a determination value of 'Services Needed' or 'Services Not Needed.' As a result, maltreatment determination values of 'substantiated' or 'unsubstantiated' have been removed.
- The Maltreaters(s) group box becomes disabled. Alternative Response assessments will not allow workers to select an Alleged Maltreater. As a result, the system will not require that an Alleged Maltreater, Relationship to Victim, and Determination be recorded.

Assessment - Internet Explorer

**eWiSACWIS** Resource TM Print Spell Check Help ?

**Assessment** Name: Smith, Mom Assessment ID: 50000105 Status: **Report** Response Time: Within 5 business days Date: 10/19/2018

Participants Basic **Allegations** Contacts Results

**Allegations**

Report ID	Alleged Victim	A/N Code	Determination	Dt or Approx Dt of Alleged Mal	Resided in OHC	Medical	Fatality	
9457335	Child Smith	Emotional Damage/Abuse Describe	Services Needed	10/17/2018	N	Y	N	Edit

Insert

**Maltreater(s)**

Alleged Maltreater Relationship to Victim Determination

Alt Response - No Maltreater Relative Primary Care Provider(s) AR - Non Victim

The basis for this determination is as follows:

Insert

☐ Independent Investigation County of Origin:  ☐ Is the alleged victim(s) in Agency legal and/or physical custody

Save Close

100%

## Allegation (Assessment) page

Allegation (Assessment) -- Webpage Dialog

**eWiSACWIS** Resource Print Spell Check Help

**Allegation**

Alleged Victim:

Abuse/Neglect Code:

Description:

Determination:

**Date or Approximate Date of Alleged Maltreatment:**

Alleged Victim received medical treatment as a result of this alleged maltreatment: ☐ Yes ☐ No

Alleged Maltreatment occurred while the child's residence was an OHC placement: ☐ Yes ☒ No ☐ Unknown

Serious Incident: [Details](#)

☐ Serious injury, as determined by a physician [Details](#)

☐ Death / Alleged maltreatment [Details](#)

☐ Egregious incident [Details](#)

☐ Death / Alleged suicide in OHC

[DCF memo 2010-01](#) [Act 78](#)

- The values for the Determination drop-down field on the Allegations tab now display the following values for selection: Pending, Services Needed, Services Not Needed.

## Results tab

Assessment - Internet Explorer

**eWiSACWIS** Resource TM Print Spell Check Help ?

**Assessment**  
Name: Smith, Mom      Assessment ID: 50000105      Status:

**Report**  
Response Time: Within 5 business days      Date: 10/19/2018

**Participants**      **Basic**      **Allegations**      **Contacts**      **Results**

**Assessment Results**  
Result: **Services Needed**

**Disposition**  
Case Opened- Ongoing CPS Srvcs: Petition

**Family RA Future A/N**  
Abuse Score:  
Neglect Score:  
Risk Level:

**Safety Assessment**  
Safety Decision:

**Strengths and Needs**  
Needs Level:

**Initial Face-to-Face Contact Information**  
Initial Face-to-Face Must Occur By: 10/26/2018 12:14 PM      [CPS Report 9457335](#)      [Create Initial Face-to-Face Contact Note](#)  
Initial Face-to-Face Documented:

**Birth to Three Referral Information**  
Alleged Victim      DOB      **Referred**

Options:

100%

- If any determination of 'Services Needed' is made for an allegation, then the overall Result of the Assessment will be 'Services Needed.' If the only determination for the assessment is 'Services Not Needed,' the overall Result will be 'Services Not Needed.' The Result will display in the Assessment Results field of the Results tab and to the right of the Assessment icon on the outliner.

**Smith, Mom (8042701)**

Case details:  
CPS Family - Initial Assessment  
Sauk - Baraboo

Case address:  
1800 Main St  
Baraboo, WI 53913  
(608) 356-5626

Primary worker:

**View case information**

[Access Reports](#)      [Assessments](#)      [Assets and Income](#)

[Background Checks](#)      [Legal](#)      [Narratives](#)

[Related People](#)      [Safety](#)      [Services](#)

**Assessments**

[Assessment](#)      10/23/2018      Services Needed

[Initial Assessment-Primary-Alternative Response](#)      10/23/2018

[Safety Assessment, Analysis and Plan \(IAP\)](#)

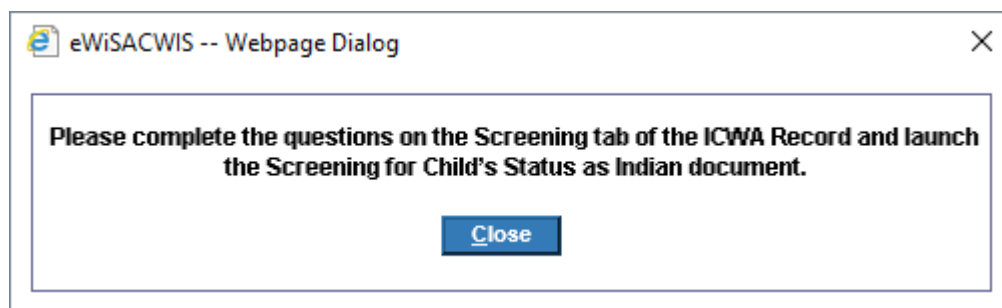
## Sending the Completed Assessment for Approval

11. From the Participants tab, select 'Approval' from the Options drop-down and click Go.

The screenshot shows the eWiSACWIS web application interface. At the top, there's a header with the eWiSACWIS logo and navigation links like Resource, TM, Print, Spell Check, and Help. Below the header, there's a section for 'Assessment' and 'Report'. The 'Assessment' section shows 'Name: Smith, Mom', 'Assessment ID: 50000105', and 'Status:'. The 'Report' section shows 'Response Time: Within 5 business days' and 'Date: 10/19/2018'. Below this, there's a tabbed interface with 'Participants', 'Basic', 'Allegations', 'Contacts', and 'Results'. The 'Participants' tab is active, showing a table of 'Assessment Participants'. The table has columns for Name, Gender, DOB, Race, Roles, and Edit Roles. The participants listed are: Mandated Reporter (Female), Dad L. Smith (Male, 10/04/1943, White, HM-PR), Mom Smith (Female, 12/16/1952, White, HM-PR-RN), and Child Smith (Male, 07/04/2009, White, AV-HM). Below the table, there's a 'Create/View ICWA Record' link and an 'Insert' button. At the bottom, there's an 'Options' dropdown menu with 'Approval' selected, and a 'Go' button. There are also 'Save' and 'Close' buttons.

Name	Gender	DOB	Race	Roles	Edit Roles
Mandated Reporter	Female			RP	<a href="#">Roles</a>
Dad L. Smith	Male	10/04/1943	White	HM-PR	<a href="#">Roles</a>
Mom Smith	Female	12/16/1952	White	HM-PR-RN	<a href="#">Roles</a>
Child Smith	Male	07/04/2009	White	AV-HM	<a href="#">Roles</a>

12. The following message will display as a reminder to complete the Screening tab of the ICWA Record. Click Close to close the message.



13. If the ICWA Screening tab has been completed, proceed to the next step, otherwise, to create or view an ICWA record for a child, click the [Create/View ICWA Record](#) hyperlink at the lower left of the Participants tab on the Assessment page. For more information regarding completing the ICWA Record, see the Documenting ICWA User Guide.

14. On the Approval History page, select the Approve radio button and click Continue to return to the Assessment page. Click Save to send the assessment for supervisory approval.

